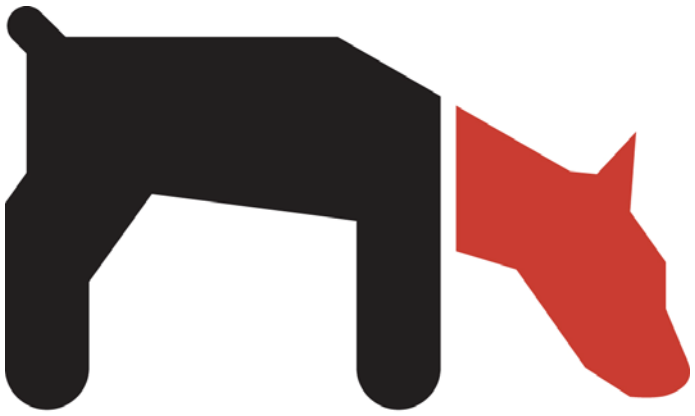

REDDOXX

User Manual

Version 1025

WWW.REDDOXX.COM

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This issue replaces all earlier ones and orients itself on the appliance with respect to naming

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1 REDDOXX Manual

1.1 Symbolism and Highlights

This manual is intended for the users off the REDDOXX Appliance. For better legibility, please note that the term "User" refers to both male and female users.

Please read the entire manual carefully to ensure professional application of the REDDOXX user console. This is the only way we can ease your work with the REDDOXX user console.

In the glossary, you will find a compilation of the terminology used in this documentation together with its respective explanations

The typography used in this manual has the following meaning:

DANGER/WARNING

All warning and safety notices in this manual are marked this way. Always observe the instructions so there will be no damage to persons and/or objects.

NOTICE

A notice or tip points out especially important and helpful information about the REDDOXX Appliance. The REDDOXX Appliance can only function correctly and error-free when it is transported, stored, installed, operated and maintained in line with the manufacturer's instructions.

HIGHLIGHT	EXAMPLE
Tab	"Name of the tab"
Field name	*Name of the field*
Buttons	BUTTON
Selection list	**List entry**
List entry in list view	'Entry'

□ **Also see:** Here you will find a reference to a chapter.

Names

Explanation of the respective name

1.2 General Warning and Safety Notices

This manual contains warning and safety notices, which serve for your own protection but also for the protection of the REDDOXX Appliance. In order not to endanger your safety, you have to observe the following basic conditions for the installation, use and operation of the REDDOXX Appliance.

The notices in this manual hare highlighted as follows:

DANGER

Omitting precautions and safety measures may lead to severe health damage, injury to persons or even death.

WARNING

Only expert personnel is allowed to operate the appliance or remedy possible errors in the hardware. Expert personnel are qualified persons authorized to commission and maintain the device, program the control, operate the hardware according to the safety instructions pursuant to the valid standards and have a corresponding qualification.

NOTICE

Observe the settings you perform in the REDDOXX Appliance. All setting you make are saved by the REDDOXX Appliance, not the REDDOXX Console. The Console is only the input mask. You will find these notices exclusively in the content of the manual.

1.3 Login

Performing the Login

For safety reasons, the REDDOXX Appliance is only accessible via login. Therefore you have to authenticate yourself as follows with your user name and password:

Requirements: Purchase of the REDDOXX Appliance with the valid licenses.

1. Copy the content of the REDDOXX CD to your computer.
   You may copy the files into any directory of your choice.
2. Double-click on the file *sfuser.exe* .
   The login window appears.

Illustration: Login window

3. Enter the corresponding *host name* (please contact your administrator).
4. Enter your *user name*.
5. Enter your *password*.
6. In realm, select the option "local".
   The realm is a section similar to a domain in which you have to authenticate yourself.
3. Chose the desired *language* in which your program is to be displayed in the selection list.
   The selection contains the presently installed languages.
4. Click on the button LOGIN.
   The welcome mask appears.

The following application window contains the sections of the user console numbered and named:

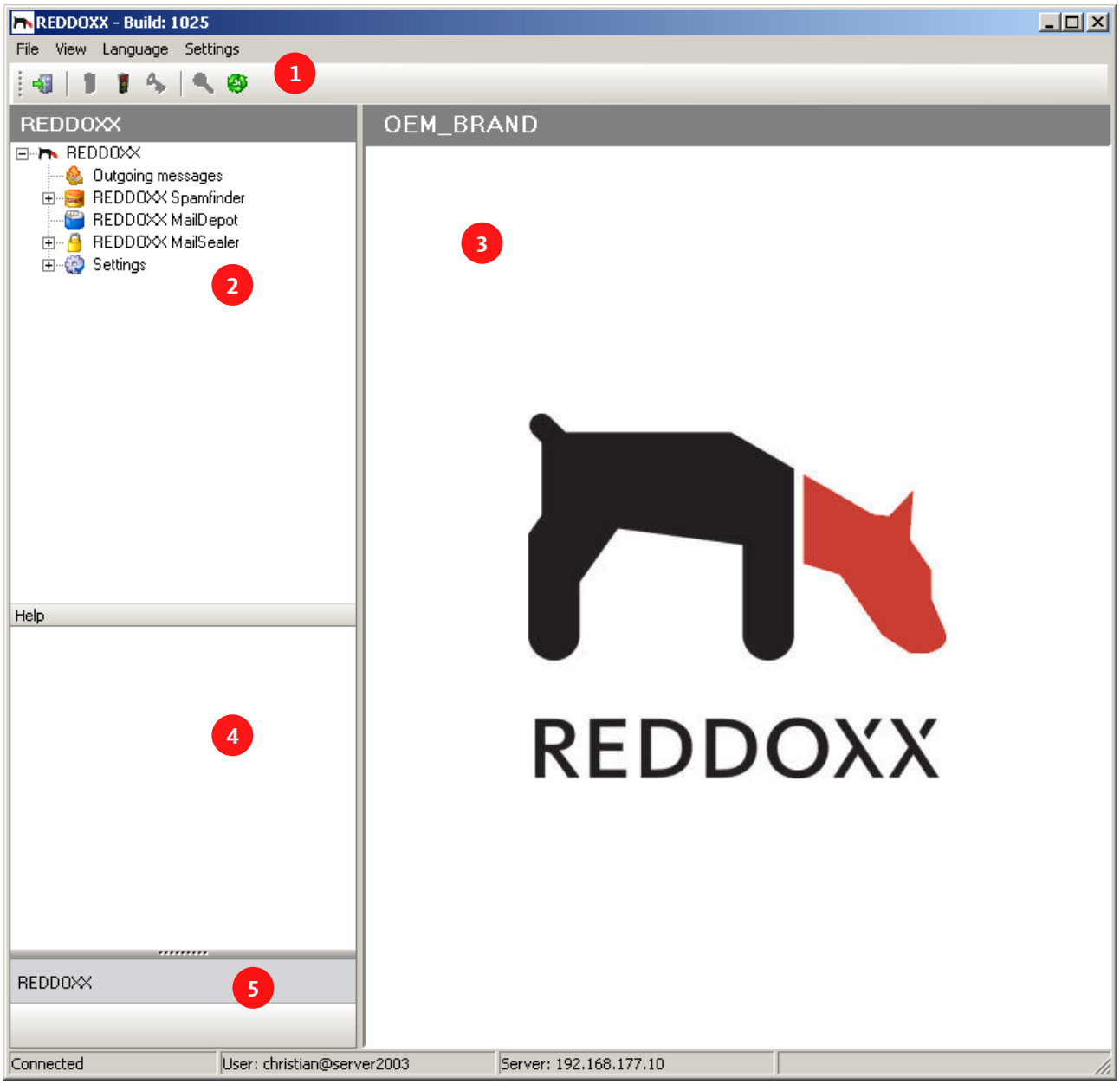

Illustration: Application window after login

Legend

1- Menu bar

2- Navigation tree

3- Display window

4- Help window

5- REDDOXX support link

1.4 Options in the Menu Bar

The main menu consists of the sections File, View, Language and settings.

Illustration: Main menu

The console version is displayed in the title bar. Make sure that you always use the latest version of the console software. Download at http://support.reddoxx.net.

1.4.1 File - System Login/Logout

For safety reasons, the REDDOXX Appliance is only accessible via login. Therefore you have to authenticate yourself with your user name and password.

Illustration: Main menu file

1.4.1.1 Logging in (Connection)

Requirements: The user console (the program sf-user.exe) must be started. There is no current connection to the system (logged out).

In the main menu *File*, click on *Connect*.
The following dialog is displayed:

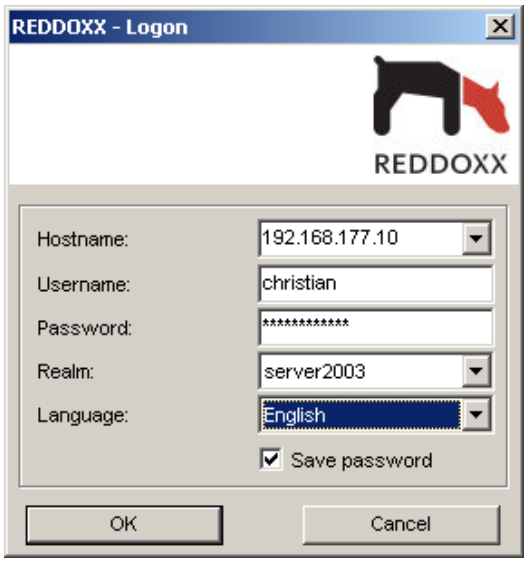

Illustration: Login window

1. *Host name:* Enter the host name to which you want to connect or select it from a list. The list contains the entries you already made so far.
2. *User name:* Enter your user name.
3. Enter the password.
4. In realm, select the option "local".
5. Chose the desired *language* in which your program is to be displayed in the selection list. The selection contains the presently installed languages.
6. Click on the button LOGIN.
   The application window is active now.

1.4.1.2 Logging off (Disconnect)

If you want to login to another REDDOXX Appliance, you first have to disconnect the current connection.

1. In the menu bar, click on *DISCONNECT*.
2. Close the application (exit) or login again.

1.4.1.3 Terminate Program (Terminate)

To exit the user console, select the menu point Exit. Any connections that are still established are closed as well.

1.4.2 View

Illustration: Menu View

1.4.2.1 Update

The display windows are updated with the option *Update (Aktualisieren)*.

1.4.2.2 Search

With the option Search, you can locate recipient/sender e-mails.

Requirement: An entry (e.g. REDDOXX Spamfinder → Spam) is selected in the navigation tree.

The search input field is shown/hidden in the top right window section. This way, you can search the entries in all queues according to sender or receiver.

Requirement: The content of a queue or the archive list are displayed.

REDDOXX MailDepot for sales
Search text:
Search in:
Full text
Search
Advanced
ID
Archive time
Subject
Sender
Recipient
Size
00002... 01.12.2008 15:50:09 Testmail Alexander ... fritz@exmall24.net 1,62 KB
00002... 18.11.2008 12:38:13 CRN-Blitzmeldu... Computer R... Herr Mustermann 9,98 KB
00002... 18.11.2008 11:03:21 Test-Email CISS... Compart IT-... sales@exmall24.net 25,90 KB
00002... 18.11.2008 05:40:35 CRN-Newslette... Computer R... Herr Mustermann 50,70 KB
00002... 17.11.2008 15:45:07 Test-Email CISS... Lukas Thiele sales@exmall24.net 3,65 KB
00002... 17.11.2008 11:24:15 WACOM Intuos... CMP-WEK... Herr Mustermann 14,61 KB
00002... 17.11.2008 10:40:29 CRN Systemha... Computer R... Herr Mustermann 20,50 KB
00002... 17.11.2008 09:34:53 CRN Business-... Computer R... Herr Mustermann 22,83 KB
00002... 17.11.2008 05:37:59 CRN-Newslette... Computer R... Herr Mustermann 55,01 KB

Illustration: Search entry field

1. *Search term*: Enter the criterion for which you want to search.

   NOTICE

   By default, the result display is limited to 1000 entries. Enter the character "@" to display all entries.

2. *Search in:* Select the desired field type in the selection list. You can select between "*Sender*" (preselection) and *"Recipient".*
3. *Search*: Click on *SEARCH* to start the search.

1.4.3 Settings

Illustration: Settings

1.4.3.1 My Profile

In *My Profile*, you can activate/deactivate basic settings like *Preferred language*, *Used HTML mail* and the *Queue report*.

□ **Also see:** Chapter 3.4.3

1.4.3.2 E-mail addresses

Here is where your e-mail addresses are displayed.

By right-clicking or via the above command icons, you can administer your addresses.

□ **Also see:** Chapter 3.4.3

1.4.3.3 Changing the Password

In the menu item *Change password*, you can change your personal password logging in your user on the user console.

NOTICE

The password may only be changed under certain prerequisites. If you login via a specific domain controller or POP3 account, your password cannot be changed!
Please contact your administrator in case you have any questions.

1.4.4 Bottom Menu Bar

Illustration: Bottom menu bar

The icons on the bottom menu bar are functions that also appear in the menu bar.

To display the function (see menu bar), keep the cursor on the icon for a short while. The icons expand automatically as soon as an additional function is available.

1.5 Functions in the Navigation Window

1.5.1 Outgoing Mails

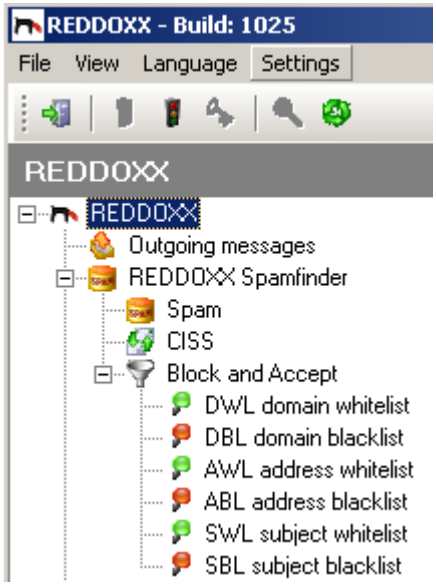

Illustration: Navigation window

Here you will see all mails your user sent out into the Internet.

NOTICE

By default, the result display is limited to 1000 entries. Enter the character "@" to display all entries.

The Help function provides the corresponding tips and explanations once you have marked an entry in the navigation window.

1.5.2 REDDOXX Spamfinder

Spam

The menu item *REDDOXX Spamfinder → Spam* shows all e-mails sent to you that were classified as spam.
If you want to edit an entry, click on the corresponding line. Right-click the command menu or use the command icons shown above.

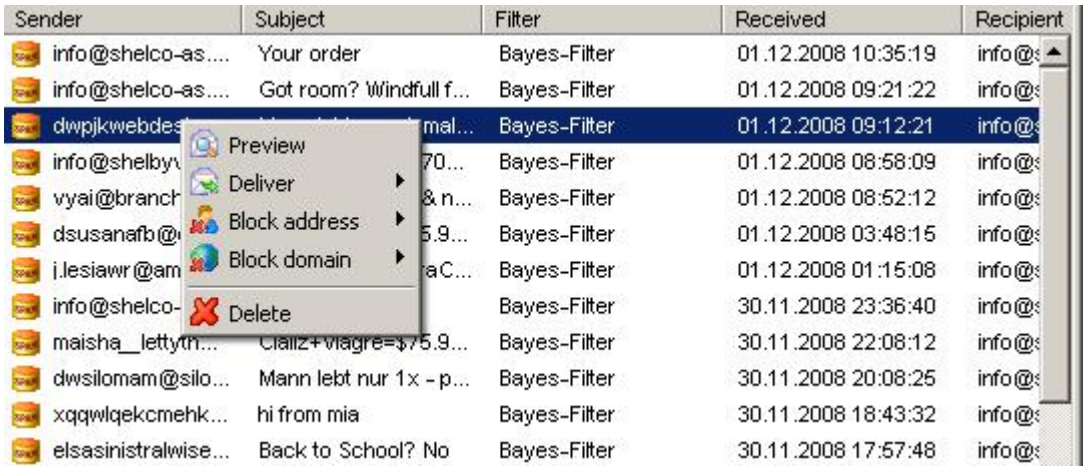

Illustration: Pop-up menu

If you find an e-mail that is wrongly classified as spam in your opinion, you can use the following functions via the popup menu:

- *Preview:* Shows the content of the e-mail
- *Send*
  - *Send:* Sends the e-mail to the recipient
  - *Send (White List Address):* Sends the e-mail to the recipient and places the address in the *Whitelist*.
  - *Send (Whitelist Domain):* Sends the e-mail to the recipient and places the domain in the *Whitelist*
- *Block Address*
  - *Mark:* Mail address receives a marking
  - *Quarantine:* Mail address is moved to quarantine
  - *Reject:* Mail address is not accepted by the appliance
- *Block Domain*
  - *Mark:* Mails originating from the same domain are marked
  - *Quarantine:* Mails originating from the same domain are moved to quarantine
  - *Reject:* Mails from the same domain are not accepted by the appliance
- *Delete:* Deletes the selected e-mail from the spam queue.

Ciss

If you use the Ciss filter, the sender receives an additional e-mail stating where he/she has to authorize his/her mail address. Until the authorization, the e-mail is placed in the Ciss filter and you can view it in the subfolder Ciss.

Various functions are available. **(see above)**

Blocking and Admitting

In this folder, you will find the following entries:

DWL Domain Whitelist: Domain is approved manually

DBL Domain Blacklist: Domain is blocked

AWL Address Whitelist: E-mail address is approved manually

ABL Address Blacklist: E-mail address is blocked

SWL Subject Whitelist: Subject (text) is approved manually

SBL Subject Blacklist: Subject (text) is blocked

1.5.3 REDDOXX MailDepot

The Reddoxx MailDepot contains all e-mails archived by the appliance. You can perform the following functions in the display window by right-clicking:

Illustration: MailDepot

- *Preview:*
  Mail content is displayed
- *Send:*
  Mail is sent to the (registered) user/recipient
- *Save Mail:*
  Mail is served as file
- *Save mail processed by MailSealer:*
  Encrypted mail is saved as file

1.5.4 REDDOXX MailSealer

The MailSealer (Light) allows you to protect your outgoing mails with a password. Proceed as follows:

Illustration: MailSealer(Light)

If you want to send a mail with password to any given e-mail address, right-click in the right display field. Then select *Add*.

The following notice appears:

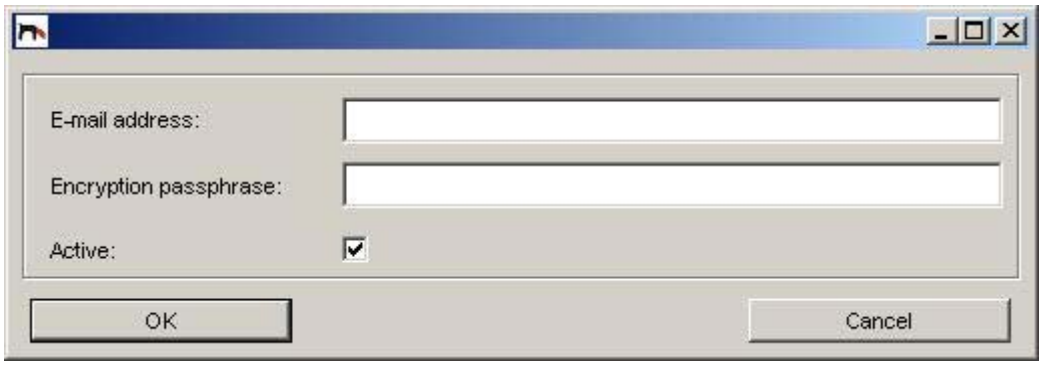

Illustration: MailSealer(Light)

1. In the field *E-mail address*, enter the address of the person that is supposed to receive the encrypted e-mails.
2. Set the password in the field *Encryption passphrase* . You may have to notify the recipient of this password so he/she can open the e-mail.
3. To activate the MailSealer, tick the field *Active*.
4. Click on OK and the e-mail address is added to the MailSealer.

NOTICE

Please note that when working with the user console, you only use the MailSealer Light version of Reddoxx (simple encryption). You can purchase a full version of the Reddoxx MailSealer. Please contact your administrator for this purpose.

The popup menu contains the following entries:

Add: Adds an e-mail address for encryption.

Edit: Edits an entered e-mail address.

Delete: Deletes the encryption set from an e-mail address.

1.5.5 Settings

In the settings, you can make your general profile settings and administer e-mail addresses.

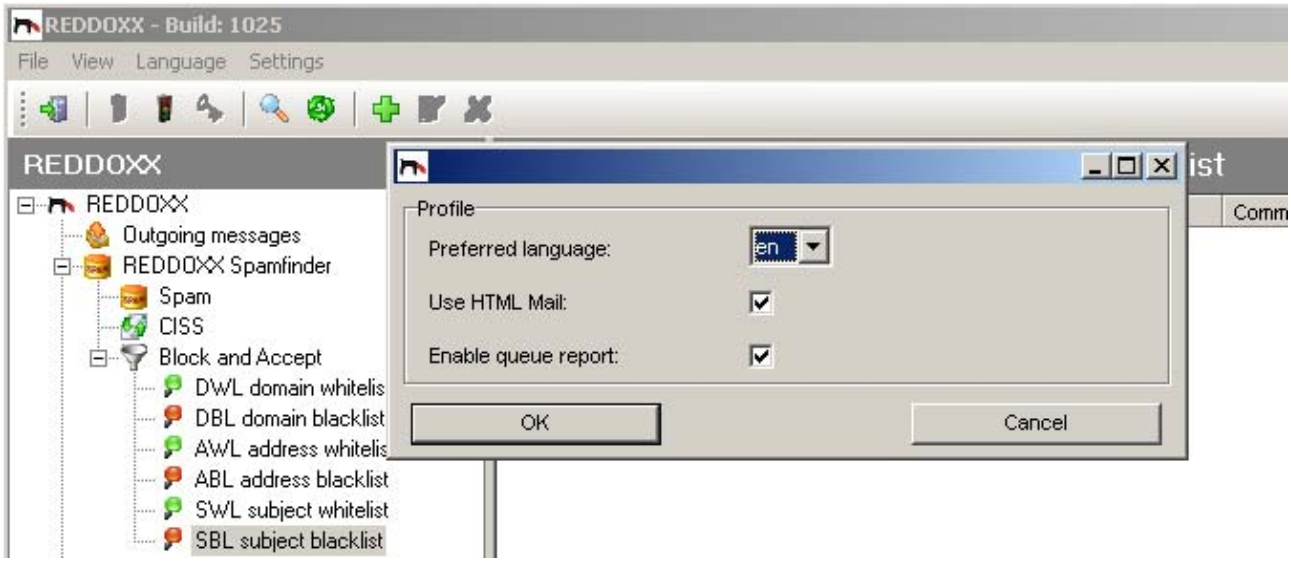

Illustration: Settings – My Profile

1.5.5.1 My Profile

Here you can define individual settings in your profile.

Preferred language:
Select a language (German, English, Italian).

Use HTML Mail:
Check this box if you prefer to send HTML e-mails.

Queue Report:
Check this box if you want to receive a report e-mail with the listed mails in your queue at regular intervals.

Apply the settings with OK.

1.5.5.2 E-mail addresses

In the section e-mail address, you can administer your mail addresses. You can also administer additional e-mail accounts. To do so, right-click in the right display field.

The following pop-up menu appears.

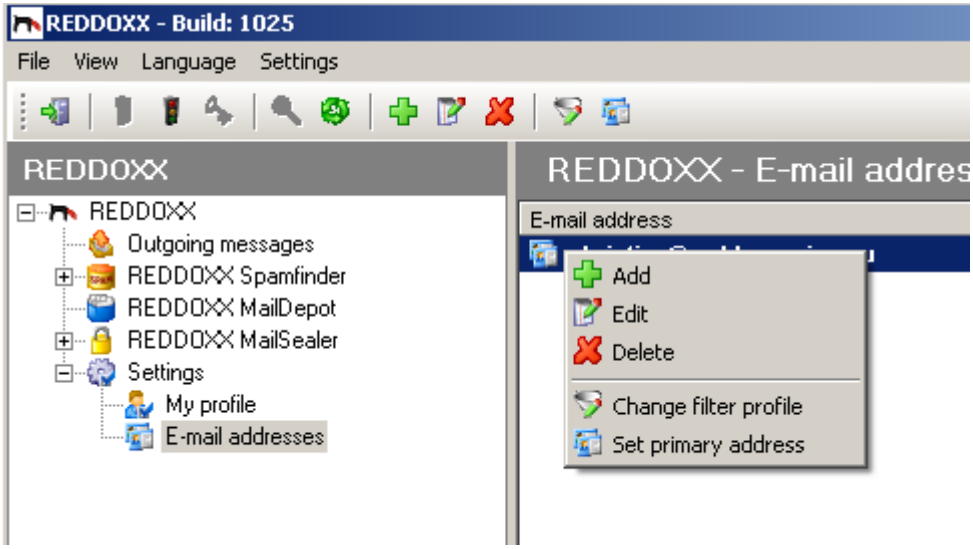

Illustration: Settings – e-mail addresses

Add:
Here you can add additional e-mail accounts. This requires a VerifyID, which you obtain from the corresponding user. The VerifyID protects you from tampering attempts so that unauthorized parties cannot line up in the queue of other users!

1. Enter the e-mail address to be administered and then click on NEXT.

1st step
Please enter the e-mail address:
Please enter the e-mail address to be registered. Attention: a confirmation e-mail will be sent to this address!
Next
Cancel

2. The recipient now receives a VerifyID, which you have to enter in the next step.

2nd step
Please enter the ID received by e-mail:
Please enter the ID here, which has been e-mailed to the new e-mail address!
Next
Cancel

NOTICE

Please observe the correct spelling of the e-mail address, otherwise the VerifyID cannot be allocated!

3. After successful entry of the VerifyID, the e-mail address is added.

Edit:
Here you can change your filter profile and select your representative for spam and mail depot administration.

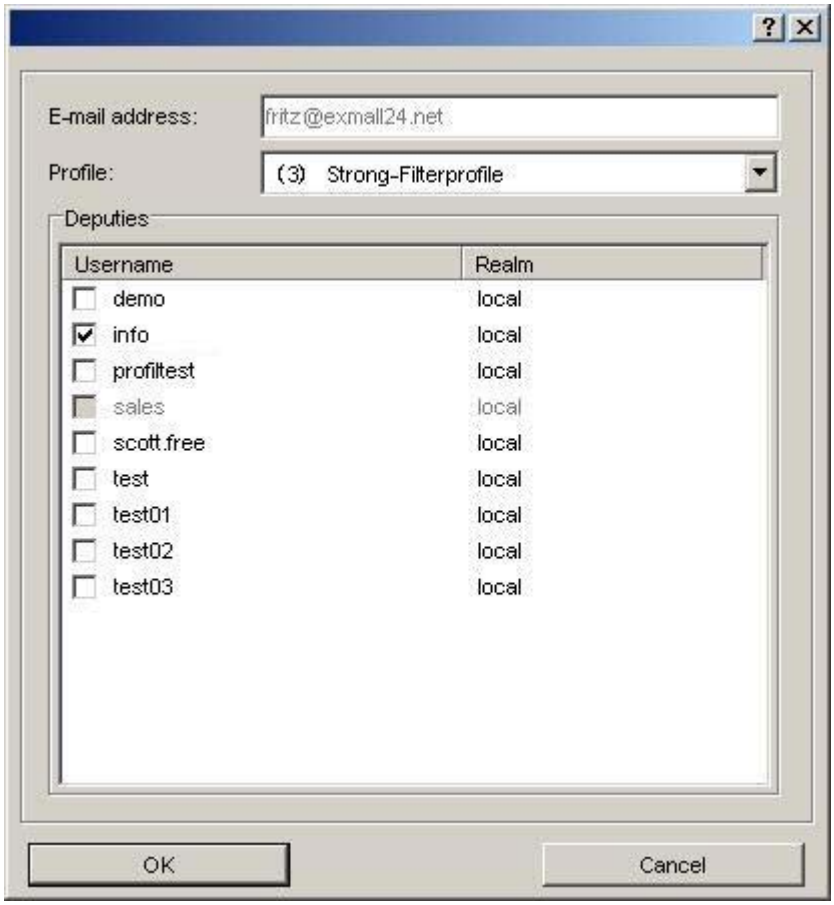

Illustration: Settings – E-mail addresses - Edit

If you want to activate a user via your spam and mail depot administration, tick the checkbox in front of the respective user.

The settings are applied after confirming with OK.

Your representative to whom you assigned your e-mail address for administration receives an extended entry in the spam and MailDepot list:

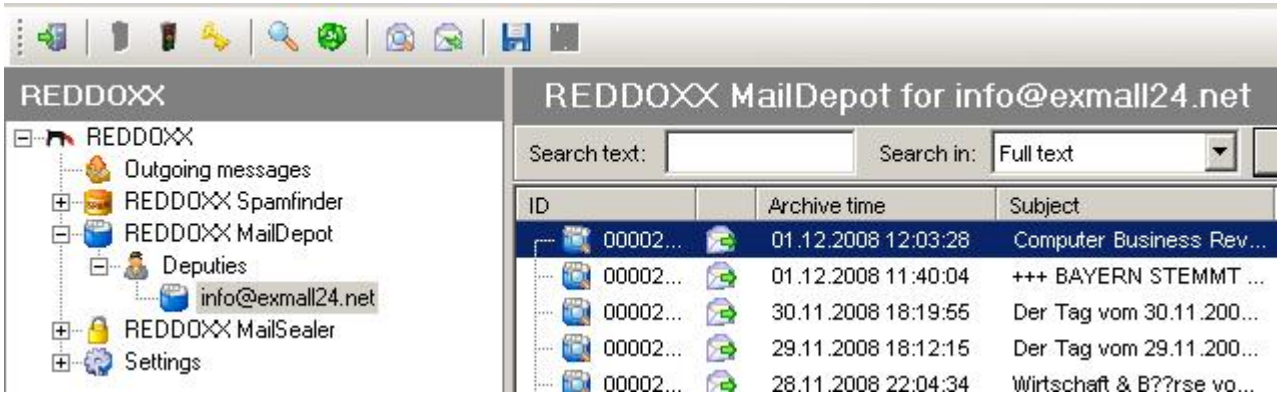

Illustration: User console of a second user (representative)

2 Appendix

2.1 License Agreement

General Terms and Conditions of REDDOX GmbH, Rottweil, for the Product REDDOXX

1. General

1. Applicability

1. The General Terms of Business and Trade of Reddoxx GmbH, Saline 29, 78628 Rottweil (hereinafter referred to as "Reddoxx") for the product "Spamfinder" (hereinafter referred to as Spamfinder) apply exclusively. Conditions or terms of other contract partners of Reddoxx (hereinafter referred to as "purchaser") running contrary to or deviating from these general conditions of business and trade shall not be recognized unless explicit, written approval for the validity of any such deviations has been given by Reddoxx. These general terms of business and trade shall also apply even when Reddoxx, being aware of contrary or deviating terms and conditions of the purchaser, executes delivery of the order to the purchaser without reservation.
2. These general terms of business and trade shall also apply for any future business with the purchaser.
3. The general terms of business and trade shall apply only in relation to business enterprises.

2. Protection Rights

1. Reddoxx reserves all property and copy rights on software and hardware, including all images, drawings, calculations and all other documents.
2. Should orders be delivered on the basis of drawings or other information supplied by the purchaser and should copyright claims in this connection be raised by other third parties, the purchaser shall free Reddoxx from any liability in respect of such claims.

3. The Right to Offset and Withhold Payments

1. The purchaser shall only be entitled to off-set counterclaims in so far as these have been legally determined, and have been recognized in writing by Reddoxx. The right to off-set counterclaims shall be restricted to claims arising from this contract.
2. The purchaser shall be entitled to withhold payments on the grounds of defects exclusively within the scope of the that part of the payments corresponding to the gravity of the respective defects and only when said defects have been established without doubt.

4. Retention of Title

1. Reddoxx shall retain title to all parts delivered until all payments in settlement of deliveries executed have been received, including those in respect of future commitments. In the event of a breech of contract, in particular in the event of arrears, Reddoxx shall be entitled to reclaim the articles purchased.
2. 4.2) The purchaser shall be obliged to treat the parts delivered with due care and attention and to protect them at his own cost against any form of deterioration of their value in relation to their original value during the period in which the retention of title remains in force. Reddoxx shall retain the right to insure the goods at the purchaser's expense.
3. Costs ensuing from maintenance and inspection shall also be borne by the purchaser even if this is carried out by Reddoxx.
4. In the event of distraint or any other interventions on the part of third parties, the purchaser shall be obliged to notify Reddoxx in writing without delay, to enable same to raise third party counterclaim. In so far as said third party is not in a position to reimburse court costs and out-of-court costs, the purchaser shall be held liable.

5. Delivery and Transfer of Risks

1. Delivery shall be executed at the purchaser's risk. The transfer of risks to the purchaser shall take effect at the latest when the goods are dispatched, irrespective of any additional services that may be provided by Reddoxx.
2. In the event of delay in delivery through causes beyond the control of Reddoxx, the transfer of risks to the purchaser shall take effect from the day on which the goods are ready for delivery. On written request and at expense of the purchaser, the consignment may be insured by Reddoxx against breakage and damage cause in transit or by fire or water.
3. Transport packaging and any other packaging in accordance with packaging regulations shall not be returnable. The purchaser shall be obliged to ensure that said packaging is properly disposed of at his own expense.

6. Disruptions Adversely Effecting the Execution of Orders

1. Causes beyond the control of Reddoxx, including strikes or lock-outs, that adversely effect punctual delivery (disruptions) shall postpone the delivery date for the duration of the disruption, including, if need be, a commensurate period for reactivating delivery procedures. Each party to the contract shall be obliged to notify the other party immediately concerning the cause of a disruption occurring in his field of responsibility and to inform him of the duration of the delay.
2. In the event that a disruption leads to additional expenses, Reddoxx shall also be entitled to demand reimbursement unless the cause of the disruption is beyond the purchaser's control and originates from outside his field of responsibility.
3. In the event that the purchaser, on the grounds that Reddoxx fails to properly execute the order, is entitled to withdraw from the contract and/or demand reimbursement instead of delivery or that he should make such claim, the purchaser shall inform Reddoxx on request within a reasonable period of time in writing whether he wishes to assert this right or whether he still wishes to receive delivery. . In the case of withdrawal, the purchaser shall reimburse Reddoxx for the value of the prior opportunity already taken to use the goods; the same shall apply to deterioration or wear-and-tear through prior usage in the manner previously determined.

7. General Liability on the Part of Reddoxx

1. Reddoxx shall be liable in relation to the purchaser at all events for
1. damage caused by the company itself or by its legal representatives or agents resulting from deliberate intent or gross negligence,

2. according to the laws pertaining to product liability and
3. for injury to life, limb or health for which Reddoxx, its legal representatives or agents, bear responsibility.

2. Reddoxx shall not be liable in the case of minor negligence unless it constitutes a substantial breach of contract (cardinal obligation). This liability, in the case of material damage or damage to assets, shall be limited to such damage typical to and foreseeable for this type of contract. This shall also apply to lost earnings or savings. Liability for other more remotely ensuing consequences of damage is excluded. For individual cases of damage, liability is limited to the respective contract value, in the case of on-going reimbursement to the amount to be reimbursed per contract year, however, not less than € 50,000. Liability according to I 7.1 shall remain unaffected by this clause.
3. On the basis of the warrantee declaration, Reddoxx shall only be liable for compensation in so far as this is explicitly taken over in the warrantee. In cases of minor negligence, this liability shall be subject to the limitations stipulated under I 7.2.
4. In the case of data loss, Reddoxx shall only be liable for the costs incurred in recovering the data from the appropriate back-up system properly executed by the purchaser. In the case of minor negligence on the part of Reddoxx, this liability shall only come into effect provided that the purchaser, immediately prior to the measures leading to the data loss, has conducted a proper back-up of the respective data.
5. For reimbursement claims and other liability claims against Reddoxx on the part of the purchaser, I 7.1 to 7.4 shall apply accordingly.

8. Secrecy

1. The parties to the contract mutually undertake to exercise absolute secrecy in relation to third parties concerning all information in respect of business transactions within the scope of their collaboration, in particular with regard to business and trade secrets. The duty to maintain secrecy shall remain applicable also after completion of the contract.
2. All business documents exchanged between the parties shall be kept safely on their respective premises and protected from unauthorised perusal.

9. Prohibition of Claims Assignment

1. All claims of the purchaser arising from the contract against Reddoxx are not assignable.

10. Product Liability

1. The purchaser shall only be entitled to use the Spamfinder for the purpose for which it is intended any may only re-sell to those persons that are familiar with the product dangers and risks involved.
2. When using the product as basic material or as a component part together with his own products and when introducing such into general use, the purchaser shall undertake to fulfil his duty to warn users of said risks also in respect of components supplied by Reddoxx. Within the internal relationship, the purchaser shall free Reddoxx from any liability in at the outset of any claims arising through failure to fulfil this obligation.

11. Legal Venue , Court of Jurisdiction, Choice of Legal System, USA Legal Regulations

1. Venue for legal disputes shall be Rottweil.
2. The responsible court for all disputes arising from this contract is Rottweil. Reddoxx shall be entitled, however, to sue the purchaser also at his general court of jurisdiction or at the seat of a branch of the purchaser.
3. German law shall apply exclusively with the exclusion of UN purchasing rights.
4. The purchaser shall undertake to observe all import and export regulations pertaining to deliveries and services received under his own responsibility, in particular those pertaining to the USA. In the case of cross-border deliveries or services, the purchaser shall bear the costs of customs duties, fees and any other levies. The purchaser shall carry out all legal or official procedures in connection with cross-border deliveries or services under his own responsibility unless explicitly agreed otherwise.

2. Regulations for the Purchase of the Spamfinder

I. Object of the Contract

I. The properties and scope of services of the Spamfinder as well as the freed environment for its utilisation shall constitute the product description.

II. 1.2) The Spamfinder shall be delivered complete with instructions for use (User manual or online-help) and installation instructions. The instructions for use and the installation instructions may also be provided to the purchaser electronically.

III. The Spamfinder is to be installed by the purchaser.

II. Rights to use the Spamfinder and protection against unauthorized use

I. Reddoxx grants to the purchaser, on receipt of full payment of the due remuneration, the right to use the Spamfinder within the scope stipulated in the contract. If the scope of application is not defined in the contract, it shall be understood as a a simple, non-exclusive right of application for an indefinite period of duration. This shall entitle the purchaser to use the Spamfinder on one computer with one individual user at any one timer. The right of usage comprises only the use for internal purposes of the purchaser. An extended application shall always be contractually agreed prior to commencement. Remuneration shall be determined according to the scope of the application rights.

II. The purchaser my only copy the Spamfinder software in so far as this is necessary for its application in accordance with the contract. Information regarding patent and/or copyrights contained in the software may not be changed or deleted.

III. Reddoxx shall be entitled to take commensurate technical measures to protect against application not in accordance with the terms of the contract. The application of the Spamfinder with an alternative or subsequent configuration may not be substantially impaired by said measures.

IV. Retention of title to pieces placed at the users disposal for duplication shall remain reserved until full payment of due remuneration has been received. Prior to this, all application rights shall be accorded provisionally and freely subject to withdrawal by Reddoxx.

V. 2.5) Reddoxx shall be entitled to withdraw the purchaser's application rights if said user substantially contravenes application limitations or other regulations designed to protect against unauthorised usage. Reddoxx shall give the purchaser notice of this and grant him a period of time in which to rectify the situation. In the event of such cases recurring and under particular circumstances whereby, in consideration of the interests of both parties, an immediate withdrawal is justified, Reddoxx shall be entitled to pronounce withdrawal of application rights without further notice. After withdrawal of the said rights, the purchaser shall confirm in writing to Reddoxx that he has discontinued application.

III. Purchaser's Obligations

I. The purchaser shall nominate a responsible contact person. Said person shall and will make binding decisions and/or bring about such decisions without delay. The contact person shall be at the disposal of Reddoxx to provide necessary information.

II. The purchaser shall ensure that, at the latest at the time of delivery, suitably trained personnel for the use of the Spamfinder are available.

III. The purchaser shall inform Reddoxx without delay of any changes in the application environment.

IV. The purchaser shall make a written report of any faults in a clearly followable, detailed form including all information conducive to the recognition and analysis of said faults. In particular, the operational steps leading to the occurrence of malfunctions as well as the nature and consequences of the faults shall be described in detail.

V. The purchaser shall support Reddoxx as needed in rectifying the faults and, in particular, at the request of Reddoxx shall provide the necessary working materials.

VI. The purchaser recognizes that the Spamfinder, including all instructions for use and further documents – also for future versions – are protected by copyright. In particular, source programmes and codes are trade secrets belonging to Reddoxx. The purchaser shall take steps to ensure that, for an unlimited period of time, the source programmes and codes are rendered inaccessible to third parties unless permission for their disclosure shall be granted by Reddoxx.

VII. The purchaser may not take any action that may aid in any way unauthorized usage. In particular, he may not attempt to decompile the programmes. In particular, he may not attempt to decompile the programmes. The purchaser shall notify Reddoxx without delay should he become aware of a threat of unauthorized access or that unauthorized access has occurred in his field of responsibility.

IV. Purchaser's Claims

I. In the event of only minor, unsubstantial, deviations from the contractually agreed services, properties or usability of the product supplied by Reddoxx, no claims may be made on the grounds of material faults. Claims on the grounds of faults may also not be made in the event of excessive or improper use, natural wear-and-tear, failure of components of the system environment, non-reproducible or other faults provably attributable to the purchaser's own software or damage caused by particular external influences not foreseen and provided for in the contract. This shall also apply in the case of subsequent modifications or maintenance work carried out by the purchaser or third parties, unless these do not impede the analysis and rectification of a material fault. For damage compensation and expenses claims the stipulations under I 7 shall apply in addition.

II. Claims on the grounds a material fault shall expire within one year from the beginning of the legal expiry period. The legal expiry periods for recourse action in accordance with § 478 Civil Code (BGB) shall remain unaffected. The same shall apply in the event of deliberate or grossly negligent violation on the part of the purchaser, maliciously not declaring a fault as well as in cases involving injury to life, limb and health.

III. The processing by Reddoxx of a claim made by the purchaser on the grounds of material fault may only inhibit expiry in so far as the legal conditions are met, It shall not lead to a recommencement of the expiry period. It shall not lead to a recommencement of the expiry period.

IV. Rectification (new delivery or fault rectification) shall only have an influence on the expiry period in respect of the rectification of the fault giving grounds for said rectification.

V. The purchaser shall be entitled to claim on the grounds of a fault only when said fault is reproducible or otherwise provable by the purchaser. For the notification of faults the stipulation under II 3.4. shall apply particularly.

VI. Should the purchaser have the right to a claim, he shall initially only have the right to claim rectification within a reasonable expiry period. Rectification shall comprise either rectification of the fault or the delivery of replacement software at the discretion of Reddoxx. The purchaser's interests will be taken into account appropriately when making said choice.

VII. Should attempts to rectify the fault fail or be impossible to perform for other reasons, the purchaser shall be entitled under the pertinent legal conditions to reduce remuneration, withdraw from the contract and/or claim compensation for damages or expenses. The purchaser shall exercise his legal right to choose his claims within a reasonable expiry period, as a rule within 14 calendar days.

VIII. Reddoxx shall be entitled to claim expenses against the purchaser in the event that:

I. action has to be taken as a result of a reported fault when in fact no fault exists, except when the purchaser can prove that without excessive effort it was impossible for him to recognize that no fault existed, or

II. a reported fault is not reproducible or otherwise provable by the purchaser, or

III. additional expenses are incurred as a result of the purchaser failing to properly fulfil his obligations (see also II 3).

V. Violation of Rights

I. Reddoxx shall be liable in the event of violations of third party rights by its services only in so far as the service was provided in accordance with the contract and, in particular, within the contractually agreed area of application.

II. Reddoxx shall be liable for the violation of third party rights only within the European Union and the European Economic Area as well as at the place of the contractually agreed application of the service.

III. Should the purchaser receive claims from a third party that a service provided by Reddoxx is in violation of his rights, the purchaser shall notify Reddoxx without delay. Reddoxx, and possibly his sub-supplier, shall be entitled but not obliged to dispute said claims at their own expense.

IV. Should a service provided by Reddoxx violate third party rights Reddoxx shall be entitled at its own discretion and expense:

I. to obtain for the purchaser the right to use the service, or

II. modify the service so as to avoid the violation, or

III. withdraw the service with a refund to the purchaser of the remuneration paid (minus a commensurate compensation for use) in the event that Reddoxx is unable to rectify the matter in any other way without excessive expense. In this case, the interests of the purchaser shall be duly taken into account.

6. Purchase Price

1. The purchase price is due for payment immediately.
2. Reddoxx grants to the purchaser a payment period of 4 weeks from the date of dispatching the Spamfinder.

7. Faulty Functions of the Spamfinder

1. The purchaser is explicitly informed that a faulty configuration, classification and administration of the Spamfinder on his part can lead to faults in the functioning of the product. The purchaser shall bear sole responsibility for proper configuration, classification and administration.

3. Virus Protection

1. The Spamfinder uses ClamAV software as virus protection. With respect to the virus protection module of the Spamfinder, the licensing conditions of ClamAV can be found at www.clamav.org. ClamAV is subject to the PGL.

4. Regulations for the Software Care of the Spamfinder

1. Object of the Contract

1. Reddoxx shall provide the agreed care services only for the respective latest version of the Spamfinder as the object of the contract against payment of the agreed remuneration.
2. REDDOXX shall provide the following services:

1. Fault management: Reddoxx shall receive fault reports from the purchaser, allocate these to the agreed fault categories and, on the basis of this allocation, shall conduct the agreed measures to analyse and rectify the faults. This fault management does not include services in connection with the application of the Spamfinder in environments not covered by the contract or with modifications to the Spamfinder undertaken by the purchaser himself or by third parties.
2. Receipt of fault reports from the purchaser: Reddoxx shall receive fault reports properly submitted by the purchaser during normal business hours and allocate a code number to each report. On the purchaser's request, Reddoxx shall acknowledge receipt of the fault report and notify the purchaser of the report code number.
3. Fault rectification measures: On receipt of reports concerning serious faults and other faults, Reddoxx shall immediately take the necessary steps in accordance with the details furnished by the purchaser to initially localise the cause of the faults. . If, after initial analysis the cause should prove to be not a fault of the Spamfinder, Reddoxx shall inform the purchaser of this fact without delay. Otherwise Reddoxx shall initiate the appropriate measures to further analyse and rectify the reported faults. Reddoxx shall provide the purchaser with immediate support in overcoming or eradicating a fault of the Spamfinder at his own location, for example, by giving instructions or corrections for the Spamfinder. The purchaser shall immediately implement such measures for overcoming or rectifying the faults and shall immediately submit a renewed report to Reddoxx in the event that said measures fail to rectify the faults.
4. The provision of new versions: Reddoxx shall provide the purchaser with the new versions of the Spamfinder as they come out in order to keep the product up to date and prevent faults. The new versions shall be transferred to the purchaser's box and from there they shall be installed by the purchaser himself.
5. For this purpose Reddoxx shall place updates of the Spamfinder at the purchaser's disposal together with technical modifications and improvements as well as smaller functional extensions and improvements. Furthermore, Reddoxx shall provide the purchaser for this purpose with patches containing corrections to the Spamfinder and other measures to overcome possible faults. These new up-dates of the Spamfinder shall collectively be referred to as "New Versions". The provision of up-grades with substantial functional extensions or new products or commitments for the further development of the Spamfinder are not included in the scope of the support and care services unless otherwise explicitly agreed.
6. The purchaser shall immediately examine new versions and shall report any faults discovered without delay, whereby the stipulations according to § 377 Commercial Code (HGB) shall apply accordingly. In so far as Reddoxx provides the purchaser with new versions, said purchaser shall continue to maintain the previous version for a commensurate transitional period which, as a rule, shall not exceed a period of three months. The purchaser shall only be entitled to claim against faults in respect of the new versions unless the faults reported are reproducible or can otherwise be proven by the purchaser.
7. Contact point (Hotline): Reddoxx shall install a contact point for the purchaser (Hotline). This contact point shall process purchaser's queries with regard to technical pre-conditions and operating conditions for the application of the Spamfinder as well as individual functional aspects. The Hotline shall not provide services in connection with the application of the Spamfinder in environments not covered by the agreement or with modifications of the Spamfinder undertaken by the purchaser or other third parties. The Hotline is available to answer questions from Monday to Friday between 08.00 and 17.00 hrs. with the exception of public holidays. The fixing of public holidays shall be determined as those valid at the company seat of Reddoxx. The purchaser shall nominate only suitably qualified and technically trained personnel who are charged internally by the purchaser to deal with the queries of Spamfinder users in its dealings with Reddoxx. Only said personnel nominated to Reddoxx shall address questions to the hotline using the forms specifically provided for this purpose by Reddoxx. The hotline shall receive such questions via e-mail, fax and Telephone during the normal business hours of Reddoxx. The hotline shall process properly submitted questions in the normal course of business and shall answer same as far as possible. The hotline, in answering questions, may refer the purchaser to existing documentation and training materials for the Spamfinder already placed at the purchaser's disposal. In so far as the hotline is unable to answer a query or unable to answer it promptly, Reddoxx shall forward the query for further processing, this applies particularly to hardware ort software not supplied by Reddoxx. Further services of the hotline, such as different answering times and expiry periods as well as stand-by call services or action to be taken by Reddoxx at the purchaser's own location shall be subject to prior, explicit agreement.
8. Additional services: According to this contract, services extending beyond those stipulated under 1.2.1 to 1.2.5 are not subject to obligation, require special, separate agreements and shall be remunerated separately.
9. Exchange of the Spamfinder: In the event of an exchange of the Spamfinder, the purchaser shall be responsible to ensure that no confidential information remains in the Spamfinder. The purchaser shall also ensure that during the exchange a secure and proper receipt of electronic messages is guaranteed.

2. Duration

1. The duration of the contract shall be a period of one year as from the conclusion of the contract.
2. The purchaser shall be entitled to conclude a new contract within 30 days of expiry of the contract period under the respective conditions valid at said time.

3. Application Rights

1. The application rights of the purchaser in respect of new versions and other corrections to the Spamfinder shall correspond to the application rights in regard to the previous versions of the Spamfinder. With regard to the application rights, the rights concerning the new versions and other corrections shall come into effect in place of the rights concerning the previous versions and other

corrections after a commensurate period of time – as a rule not longer than one month. The purchaser shall be entitled to archive a duplication piece.

4. Purchaser's Obligations

1. The purchaser shall nominate a responsible contact person. Said person can make binding decisions and/or bring about such decisions without delay. The contact person shall be at the disposal of Reddoxx to provide necessary information.
2. The purchaser shall inform Reddoxx without delay of any changes in the application environment. Furthermore, the purchaser shall ensure that the Spamfinder is only applied in cleared environment supported by the Spamfinder.
3. The purchaser shall make a written report of any faults in a clearly followable, detailed form including all information conducive to the recognition and analysis of said faults. In particular, the operational steps leading to the occurrence of malfunctions as well as the nature and consequences of the faults shall be described in detail.
4. The purchaser shall ensure that trained and qualified personnel is available to support Reddoxx.
5. The purchaser shall be obliged to support Reddoxx as far as possible and to ensure that in his sphere of operations all the necessary prerequisites for the proper execution of the order are in place, in particular by enabling a remote access to the purchaser's system and by providing other material needed for analysis. . Furthermore, at the request of Reddoxx, the purchaser shall make available free of charge a sufficient number of workplaces and adequate working materials.
6. Unless otherwise agreed, the purchaser shall keep additional back-ups of all documents, information and data provided to Reddoxx in such a way that in the event of damage and loss of recording media they are able to be reconstructed.
7. The purchaser shall enable Reddoxx to access the software by means of telecommunication. The necessary connections for this purpose shall be set up by the purchaser according to instructions provided by Reddoxx.
8. Reddoxx shall be entitled to claim additional expenses against the purchaser in the event that:

1. action has to be taken as a result of a reported fault when in fact no fault exists, except when the purchaser can prove that without excessive effort it was impossible for him to recognize that no fault existed, or
2. a reported fault is not reproducible or otherwise provable by the purchaser, or
3. additional expenses are incurred as a result of the purchaser failing to properly fulfil his obligations.

5. Remuneration

1. Remuneration for care and support services shall be calculated on an annual basis and shall be due for payment in advance.

5. Regulations for the Use of Internet Pages

I. Services Provided by Reddoxx

I. Reddoxx shall provide an internet page for the acknowledgement of desired mails. Via this internet page, the purchaser, among other things, may administrate his Spamfinder.

II. Reddoxx shall provide the services stipulated under V 1.1 with an overall availability of 98 %. The availability shall be calculated on the basis of the time covered by the contract within a given calendar year.

II. Password

I. To enable access to the internet pages necessary for the operation of the Spamfinder, the purchaser shall receive a changeable password. The purchaser shall have the possibility to configure the Spamfinder by means of his password and shall bear sole responsibility for the configuration.

II. The purchaser shall be obliged to change the password at regular intervals, at least however, once per month. The password shall comprise at least 8 digits and shall contain at least one letter and one number. The purchaser may only give the password to those persons authorised by himself to access the electronic memory. Should the password be entered incorrectly three times in succession, access to the internet pages necessary for the operation of the Spamfinder shall be denied as a protection against misuse. In this event, the purchaser shall be informed and shall then receive a new password allocated by Reddoxx.

III. Denied Access

I. Reddoxx shall be entitled to deny access if the purchaser is in arrears with his payments or uses the Spamfinder against the stipulations of the contract. Furthermore, Reddoxx shall be entitled to deny access in the event that the purchaser, when using the Spamfinder or by publications on the internet pages, contravenes laws, official regulations or the rights of third parties. This applies, in particular, to the publication of pornographic or anti-constitutional contents. The purchaser shall free Reddoxx from any liability in the event of third party claims including any costs that might possibly ensue therefrom.

IV. Configuration

1. The purchaser shall be responsible for the configuration. Reddoxx shall not be held responsible for any malfunctions that may arise through faulty or incomplete configuration.

5. Service Modifications

1. Reddoxx shall be entitled to modify or adapt the hardware and software required to provide the services in order bring it up to the current state-of-the-art. Should such modifications give rise to additional requirements in order to guarantee the provision of services on the part of Reddoxx, Reddoxx shall inform the purchaser of these additional requirements. The purchaser, on receipt of said notification, shall decide without delay whether said additional requirements shall be met and by what point of time this shall be accomplished. Should the purchaser fail to declare at least four weeks prior to the intended point of changeover that he intends to modify his technical equipment in time to meet the new requirements, i.e. at the latest three working days before the changeover, Reddoxx shall be entitled to terminate the contract with effect from the point of changeover.

6. Cooperation Obligations of the Purchaser

1. The purchaser shall, furthermore, take steps to ensure that any programmes, scripts or anything similar, installed by the purchaser shall not pose a threat for the operation of the server or communication network of Reddoxx. The purchaser shall free Reddoxx from all and any liability in respect of third party claims for which the purchaser is responsible, including all and any costs that may possibly ensue therefrom.

2. 6.2) Should any programmes, scripts or anything similar installed by the purchaser pose a threat to the operation of the server or the communications network of Reddoxx, Reddoxx shall be entitled to de-activate or de-install said programmes, scripts, etc. If it should be necessary in order to remove the threat or impairment, Reddoxx shall be entitled to interrupt the connection to the respective internet pages. Reddoxx shall notify the purchaser of these measures without delay.

3 Glossary

A

ABL Filter: Address blacklist filter – checking the sender address against a list maintained in the Spamfinder. The entries can be made both user-related as well as company-wide. The lists are maintained manually by the administrator or the user.

Advanced RBL Filter: Advanced Realtime Blacklist Filter - All e-mail servers involved in the transport of the incoming mail are checked against public blacklist servers. We do not assume any guarantee for the function of the selected blacklist servers as well as the absence of errors in the list entries on the blacklist servers.

Appliance: The appliance is the hardware component of the Spamfinder - the REDDOXX Appliance. There are three variants of the REDDOXX Appliance. This ensures that the demands of all sizes of companies and e-mail traffic are covered optimally. Observe the warning and safety notices!

AWL Filter: Domain whitelist filter – checking the sender address against a list maintained in the Spamfinder. The entries can be made both user-related as well as company-wide. Some filters establish this list automatically. The lists are further maintained manually by the administrator or the user.

B

Bayes Filter: Via the content check, the Bayes filter determines the spam probability. Spamfinder automatically establishes the word lists. We do not assume any liability for wrong detection.

C

CISS: Confirmation Interactive Site Server, in short CISS, is a unique, several stage control process, which ensures the permanent exchange of wanted mails between sender and receiver. Intelligent authorization of the sender by means of CISS (registered for patent), a unique challenge/response-functionality.

CISS Filter: Confirmation Interactive Site Filter – This method ensures that the sender is a natural person. For this purpose, a corresponding Internet page is provided via the Spamfinder portal, which is accessible in the Internet. The availability of the Spamfinder portal is at least 98.5% per year.

Cluster: A cluster denotes a number of networked computers. These networked computers are available for parallel processing. Partial tasks belonging to a task are processed. Contrary to parallel computers, the load distribution takes place on the level of individual processes started on one or several machines in the cluster. You therefore do not require a parallel software or special operating systems but instead a scheduler that assigns the partial tasks to the individual computers. Alternatively, clusters are also used to increase the availability of systems.

D

DBL Filter: Domain blacklist filter – checking the sender domain against a list maintained in the Spamfinder. The entries can be made both user-related as well as company-wide. The lists are maintained manually by the administrator or the user.

DMZ: Means demilitarized zone. A DMZ is an intermediate network that is formed at network interfaces but does not belong to either of the networks. It represents an inherent network that is not as heavily secured as the network that is actually to be protected. With simple security gateways, DMZ are usually generated at a third interface of the package filter. If the security gateway consists of a package filter - application level gateway - package filter, another interface of the application level gateway (ALG) usually serves as DMZ interface. If package filters or ALG have more than three interfaces, additional DMZ can be formed.

DNS: The Domain Name System (DNS) is one of the most important services in the Internet. The DNS is a distributed database that manages the name space in the Internet.

Domain: A domain is a coherent section of the hierarchic DNS name space. Starting from its domain name, a domain always comprises the entire subordinate tree structure.

DWL Filter: Domain whitelist filter – authorizing the sender domain against a list maintained in the Spamfinder. The entries can be made both user-related as well as company-wide. The lists are maintained manually by the administrator or the user.

F

Failover: A failover denotes a technology in the IT sector that serves to keep data and services highly available.

H

Host name: The name of the REDDOXX Appliance in the network.

K

Console: Software component with which the REDDOXX Appliance is controlled.

L

LDAP: LDAP (Lightweight Directory Access Protocol) is a network protocol applied for so-called directories. It handles the communication between the LDAP client (e.g. with a mail server or a digital address book) and the directory server. It offers all log-specific functions required for such communication: registration on the server, the search query and data modification.

M

Mail Hop: Mail hop is when an e-mail is transferred from one server to another. Each of these servers is regarded as a mail hop.

N

NBL Filter: Network blacklist filter - Checking the IP address of the e-mail server against a list maintained in the Spamfinder. The entries can be made both user-related as well as company-wide. The lists are maintained manually by the administrator or the user.

NWL Filter: Network whitelist filter - Authorization of the IP address of the e-mail server against a list maintained in the Spamfinder. The entries can be made both user-related as well as company-wide. The lists are maintained manually by the administrator or the user.

O

OS: Operating system.

Q

Quarantine: For all authorized users, the REDDOXX Appliance contains quarantine mailboxes, which can be set up individually. Together with the achieved false positive rates, this feature enables you to achieve the conformity with the valid laws.

R

RAID: A RAID system (Redundant Array of Inexpensive Disks, often also Redundant Array of Independent Disks) serves to organize several physical hard disks of a computer to form a powerful and safe logical drive.

RBL Filter: Realtime Blacklist Filter - The sending e-mail servers are checked against public blacklist servers. We do not assume any guarantee for the function of the selected blacklist servers as well as the absence of errors in the list entries on the blacklist servers.

Realm: A realm is a section similar to a domain where you authenticate yourself. (Also see the chapter: "User Administration - Login Configuration")

RVC Filter: Recipient Verify Check Filter - To protect the local e-mail servers from "spam floods", the recipient address is checked by asking the respective e-mail server, whether the recipient is known. This function is currently available for Microsoft Exchange Server as of version 5.5.

S

SBL Filter: Subject Blacklist Filter – Checking the e-mail subject against a list maintained in the Spamfinder. The entries can be made both user-related as well as company-wide. The lists are maintained manually by the administrator or the user.

SMTP: Simple Mail Transfer Protocol. This protocol enables you to fit out an e-mail with a bit more than just sending it "as is"! The protocol has several function options. On the one hand, SMTP lets your e-mails go straight to the receiver and on the other hand SMTP enables routing your e-mails via different servers, so-called MTA, to the recipient. Almost all e-mail clients use this protocol to send electronic mail.

SRC Filter: Sender Receive Check Filter - Checks whether the sender would also accept an e-mail. Wrong detection, e.g. with newsletters or other automatically generated e-mails, cannot be ruled out, but prevented by making the respective entries in the positive lists.

SWL Filter: Subject Whitelist Filter – Authorization of the e-mail subject against a list maintained in the Spamfinder. The entries can be made both user-related as well as company-wide. The lists are maintained manually by the administrator or the user.

T

TCP/IP: Transmission Control Protocol / Internet Protocol. TCP/IP is the protocol that controls the connections/data exchange between computers in the Internet. When transmitting information, TCP divides the sent data into small packages, gives them a check sum (transmission safety) and numbers them consecutively (to ensure that the packages are reassembled again in the correct sequence). The TCP packages also contain the addresses of sender and receiver (IP addresses).

V

Virus Scanner: ClamAV - The virus scanner checks the attachments of all e-mails for viruses. Packed files are temporarily unpacked and checked. E-mails in which a virus was detected are saved on Spamfinder in a quarantine section. Only the administrator has access to this section. Your Spamfinder obtains the virus signatures directly from the manufacturer (ClamAV). We do not assume any guarantee for the topicality of the signature files as well as the availability of the signature server. We do not assume any liability for damage caused by undetected viruses.